



Contract Management Committee

4. Contract Management Report 19th
July 2023

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KPM Reporting (June reporting period)

Agenda item 4.1

KPMs Overall Summary:- June 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	18	2	0

KPMs Failure Summary:- June 2023

KPM Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Cycle Time	100.00%	99.99%	142,572,203 reads and 806,935 asset updates were received. 444 reads and 223 asset updates were not processed due to Exception processes	GT / iGT / Shipper
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Cycle Time	100.00%	99.91%	470,072 received 469,689 closed. A small volume of exceptions linked to Primes and Subs failed the 2-month SLA. Analysis of these Primes and Subs issues to be completed and the necessary system changes will be made via CRs.	GT / iGT / Shipper

PIs Overall Summary:- June 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	16	2	8

PIs Failure Summary:- June 2023

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100.00%	99.70%	<p>2 files failed to be sent within the 5-day SLA in June due to the below issue:</p> <p>There was a delay in sending SAP BW Read data into DDP which caused 2 reports to be sent outside of their SLA. The issue came about because the DSO Activation for DUK_READ has failed as there was no more SID generation possible,</p> <p>To make the data flow to further data targets and be available for reporting, the effected field has been updated in the DUK_READ table and mapped the filed to the ISU GUID. The changes have been imported to production environment to fix the issue.</p> <p>To avoid this happening in future the 'monitor of Early watch' report is in place to identify the table space available in the Info object and take necessary action to move the changes to production before the SID number range limitation is reached.</p>	PAFA / OFGEM
PI.12	KPM relationship management survey	Customer Relationship Management	Right First Time	95.00%	82.81%	<p>We have seen a decrease in customer satisfaction for Q1 2023/24, with the overall score at 82.91%. The overall driver of the decrease in performance is IGT satisfaction at 35.71%. The key sentiment themes highlighted by IGTs is lack of support or movement on outstanding pain points, not being understood and the need for more transparency on relationship and contractual arrangements between third parties. An action and delivery plan is being developed which will be discussed with all IGTs for review. The action and delivery plan provides ownership for actions to support IGTs with resolution of their pain points.</p> <p>DNs scored 100%, Shippers 98.13%, and Transmission 75%. All information and feedback received will be used to help us define definitive action points to address feedback and opportunities for improvement.</p>	Survey sent to all constituents

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	June
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	May
% of revenue collected by due date	98%	99.47%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	April
% of revenue collected by due date	98%	94.53%
% of revenue collected by due date (+3 days)	98%	99.75%

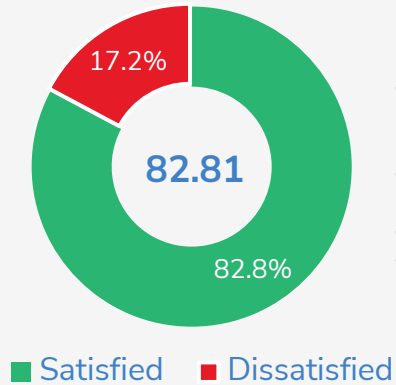


KPM – Customer Relationship Results

Agenda item 4.2

KPM Relationship Management scores

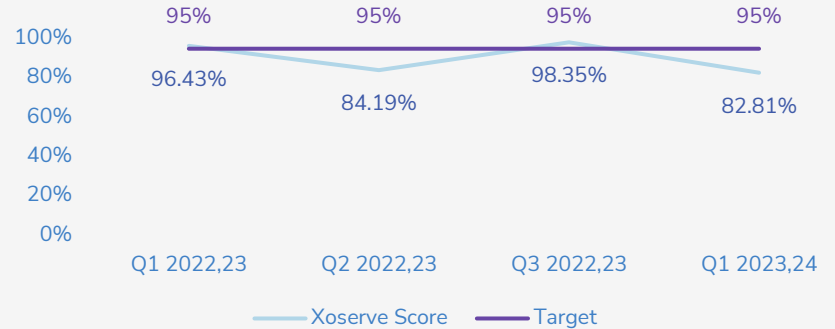
Customer satisfaction Q1 2023,24



Notes

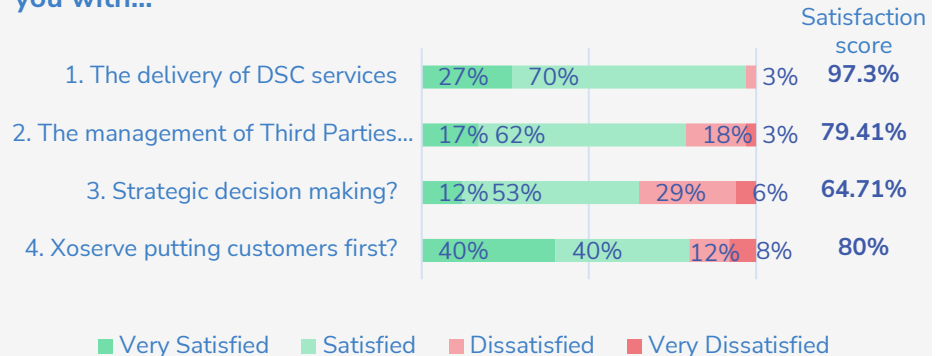
- Our KPI for this survey is to achieve 95%, this quarter we have an overall customer satisfaction of 82.81%. The score has decreased by 15.54% since Q3 2022/23.
- Large Shippers, Small/Medium Shippers and Distribution Networks all scored 100%
- I&C Shippers scored 94.38% and Transmission 75%
- IGTs are the least satisfied, at 35.71%
- Customer feedback highlighted engagement and interactions with our people as the biggest driver of improved customer satisfaction. The IGT relationship is a key improvement theme, along with transparency of third party relationships and arrangements.

Quarterly trends



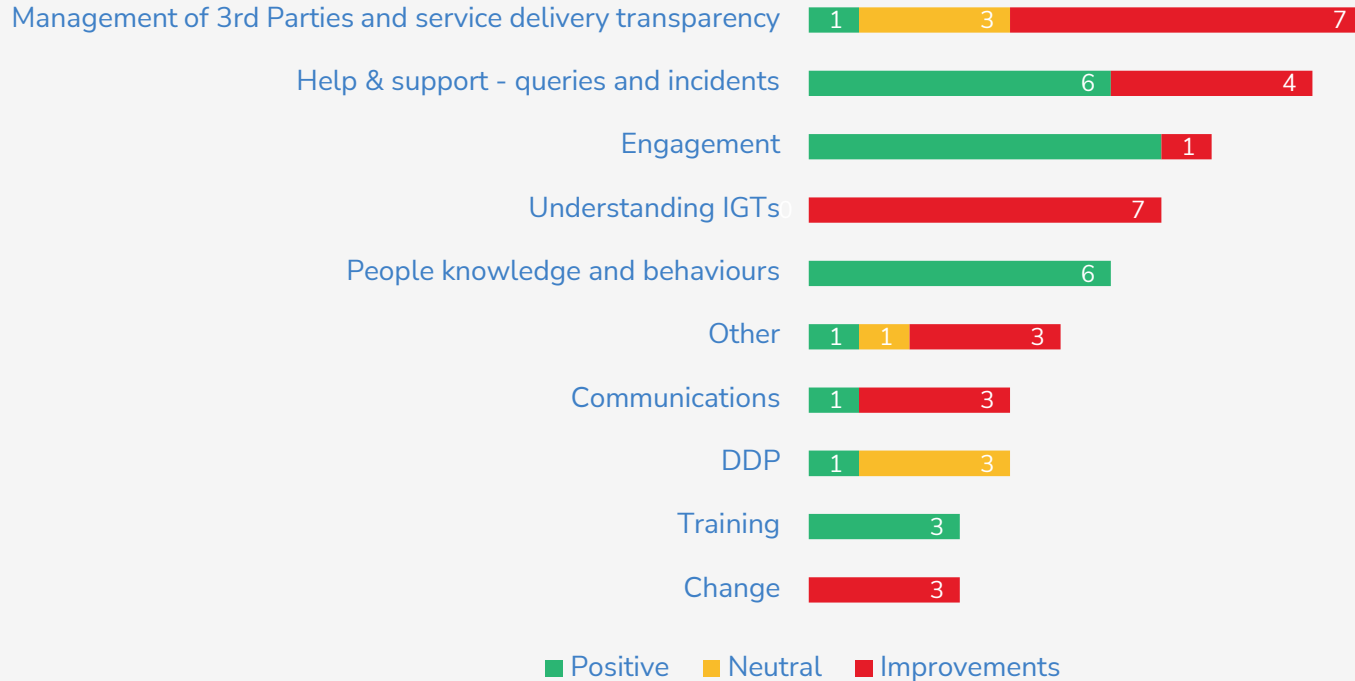
Customer response vol.					
Q3 2021,22	Q4 2021,22	Q1 2022,23	Q2 2022,23	Q3 2022,23	Q1 2023,24
31	24	21	54	31	40

Thinking of Xoserve as your CDSP, how satisfied are you with...



Customer feedback themes

Sentiment type volumes by theme



Next steps

The KPM Relationship Management survey is a rich source of input to help us continually improve the customer experience, thank you for taking the time to respond.

All information and feedback received will be used to help us define definitive action points to address feedback and opportunities for improvement.

We are taking the time to follow up with your organisations in one to one sessions, to make sure that we are focusing on things that matter and will make a difference to you.



Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights – June 2023

Looking back

Blogs

- [Could hydrogen hold the answer for homes in seven Local Distribution Zones?](#)

DeliveringDecarb Newsletter

- [June's edition](#) focusses on Gas Blending
- [Decarbonisation knowledge centre on Xoserve.com](#)

News Articles

- [Principles and Approach for Business Plan 2024-25 \(BP24\)](#)
- [Decarb Discussions podcast – Is Britain ready for hydrogen blending?](#)
- [Successful implementation – XRN 5562](#)
- [Responding to evolving cyber threats](#)

Looking ahead

Business Plan 2024/25

- [Principles and Approach for Business Plan 2024-25 \(BP24\)](#)

Events

- 1 June DN Constituent Meeting
- 8 June IGT UNC Workstream
- 9 June Change Management Committee
- 9 June IGT Constituent Change Meeting
- 13 June Performance Assurance Committee
- 13 June Customer Induction day
- 14 June Contract Management Committee
- 16 June Extraordinary Change Management Committee
- 16 June CMS Rebuild Customer Focus Group
- 19 June DSC Delivery Sub-Group
- 22 June Distribution Workgroup
- 23 June AUG Sub Committee
- 27 June IGT Constituent Operational Meeting

Performance monitoring (June 2023)

- Third Party and Additional Services Reporting

Reporting Area	June	Year to date
Additional Services	£1,370.00	£25,019.00
Third Party Services	£26,342.87	£63,286.96

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	100%

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

All Transportation Invoice Charging obligations were achieved

Meter Count Report (June 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	618	0	618	0.00%
2	648	0	648	0.00%
3	184044	4486434	4670478	96.06%
4	11356594	9069193	20425789	44.40%

Overall 54% of the entire Meter Portfolio is Smart



Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
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No P1 or P2 incidents during June



Customer Issue Dashboard

Agenda item 4.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	- 362 missing SAM's relating to switching activities	- Latest position on missing messages (as of 2 July 2023) <ul style="list-style-type: none"> o 133 resolved, confirmed as valid registrations. o 17 resolved, no further action required o 211 resolved, cancelled registrations, no further action o 1 pending customer response 	Shippers DNs IGTs
Winter Annual Ratio Calculation	- The Winter Consumption (WC) calculation overstated	- The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification - Communication issued to Shippers on 3 July 2023 providing impacted MPRNs & actions that will be undertaken & required by Shippers.	Shippers DNs IGTs
LDZ Input Measurement Error	- Significant LDZ Measurement Error	- Offtake meter in LDZ EM has been under-recorded from 01/04/2022 to 31/07/22 - Approximate impact of 790 GWh for the period (as published on the Measurement Error Register).	Shippers DNs
AQ Defects	- 6 AQ impacting defects (defects impacting AQ calculation)	- Profiling carried out to identify impacted MPRNs - Aqs are corrected to limit impact on the customer. - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year	Shippers DNs IGTs
Consumer Contact Data	- Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs	- Defect raised and is being progressed. All consumer data is being checked on quarterly (IQL) file. For completeness, the DNs portfolio report is also being reviewed (EDL & EQL). Focus will be to fix the known errors within the files. - Checks performed have confirmed IDL report is correct and complete	IGTs DNs



GRDA Performance

Agenda Item 4.6

GRDA Performance – June 2023

target actual



Key points to note June 2023 - Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:

- Any failures due to 3 missing messages:
 - 1 of 20 days at average volume with at least one missing message.
 - also 2 of 10 days at above average but below the peak

All other targets were met

Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance)	0.9975	DECIMAL	0.9999
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	-
Xoserve	GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	-
Xoserve	GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	0.95
Xoserve	GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	0.8
Xoserve	GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.5	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	20
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	10
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
Xoserve	GRDS	Service Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	606
Xoserve	GRDS	Service Levels	7.2.6	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	81
Xoserve	GRDS	Service Levels	7.2.7	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	32
Xoserve	GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	-
Xoserve	GRDS	General	N/A	Re 7.1.1 - Performance failure caused by a single missing SAM from DCC. We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows. Re 7.1.3 - Performance failure caused by two missing SAMs from the DCC. We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	



Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 4.4)

Appendix 3 -Customer Issue Dashboard(item 4.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance:- June 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Jun-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Neil Laird	Right First Time	100.00%	559,756	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	139,618,842	99.99%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	1,132,605	100.00%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	100.00%	14,356,148	100.00%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	0.75%	2,323	0.20%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Neil Laird	Cycle Time	100.00%	559,756	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Cycle Time	100.00%	143,379,138	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Neil Laird	Cycle Time	100.00%	14,351,864	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	98.00%	2,339	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	100.00%	228	100.00%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	97.00%	66	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	2,339	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	469,689	99.91%
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	0	0	0
KPM.15	Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	4	0	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Andy Szabo / Trefor Price	Right First Time	95.00%	450	98.82%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,775	99.15%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.92%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	100.00%

DSC PI Performance:- June 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Jun-23
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	95.00%	19,723	98.25%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	80.00%	16,366	81.52%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	98.00%	19,902	99.14%
PI.04	% (P5) customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	1,172	94.37%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Neil Laird	Right First Time	95.00%	1,172	99.32%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Cycle Time	100.00%	936	99.70%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Right First Time	99.00%	936	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Right First Time	1.00%	13	0.03%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	4,773	96.44%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Neil Laird	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Neil Laird	Cycle Time	100.00%	9	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Neil Laird	Right First Time	95.00%	40	82.81%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Neil Laird	Cycle Time	90.00%	4	100.00%
PI.14	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	Management Of Customer Issues	Andy Szabo / Neil Laird	Right First Time	100.00%	0	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	2	100.00%
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.19	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.20	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	2	100.00%
PI.21	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Linda Whitcroft	Cycle Time	95.00%	5	100.00%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Andy Szabo / Neil Laird	Cycle Time	99.00%	N/A	100.00%
PI.29	Number of valid DDP defects raised per release (Post PIS)	Managing Change	Andy Szabo / Neil Laird	Right First Time	3	0	0

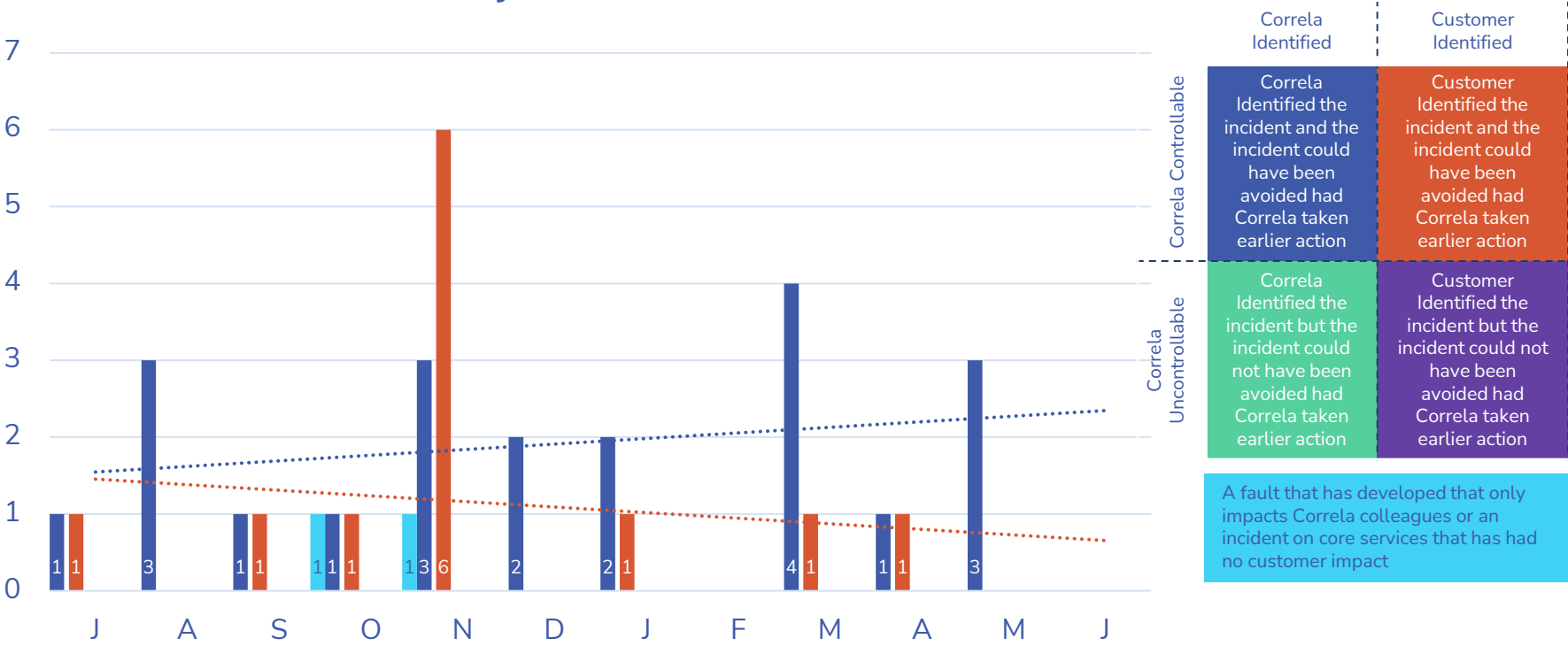


Appendix 2

XOSERVE INCIDENT SUMMARY

What is Happening Overall?

Major Incident Chart – Year to Date



What is Happening Overall?

Key:

Jun 2023

Performance Year to Date

	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	0	0	Correla Controllable	4	1
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action	Correla Uncontrollable	0	0	Correla Uncontrollable	0	0



Appendix 3

CUSTOMER ISSUE DASHBOARD

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of 362 missing messages as of 2 July 2023 relating to Registration notifications from CSS.
 - 133 resolved, confirmed as valid registrations. These have been processed and communications sent.
 - 17 resolved, no further action required
 - 211 resolved, cancelled registrations, no further action
 - 1 pending customer response
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- Winter Annual Ratio Calculation
 - The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification (.NRL & NNL files).
 - Communication issued to Shippers on 3 July providing impacted MPRNs & actions that will be undertaken & actions required by the Shipper.
 - AQ operational team will also perform a manual calculation and communicate these values to Shippers by Friday 11 August 2023
 - A change request has been raised to fix this prior to the May 2024 process
- AQ Defects:
 - There are 6 open defects impacting the AQ calculation . Two new defects raised in June.
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.
 - Potential Impacts:
 - Incorrect transportation rates applied to charges
- Significant LDZ Input Measurement Error
 - Offtake meter in LDZ EM has been under-recorded from 01/04/2022 to 31/07/22
 - Approximate impact of 790 GWh for the period (as published on the Measurement Error Register).
 - Communication issued 29 June 2023
 - The error will be assessed by an independent expert, and their report will be presented to the Offtake Arrangements Workgroup
 - This will mean that there will be charges to all gas Shippers with a live meter point portfolio in the affected LDZs during the affected period
 - A correction will also be required to Unidentified Gas

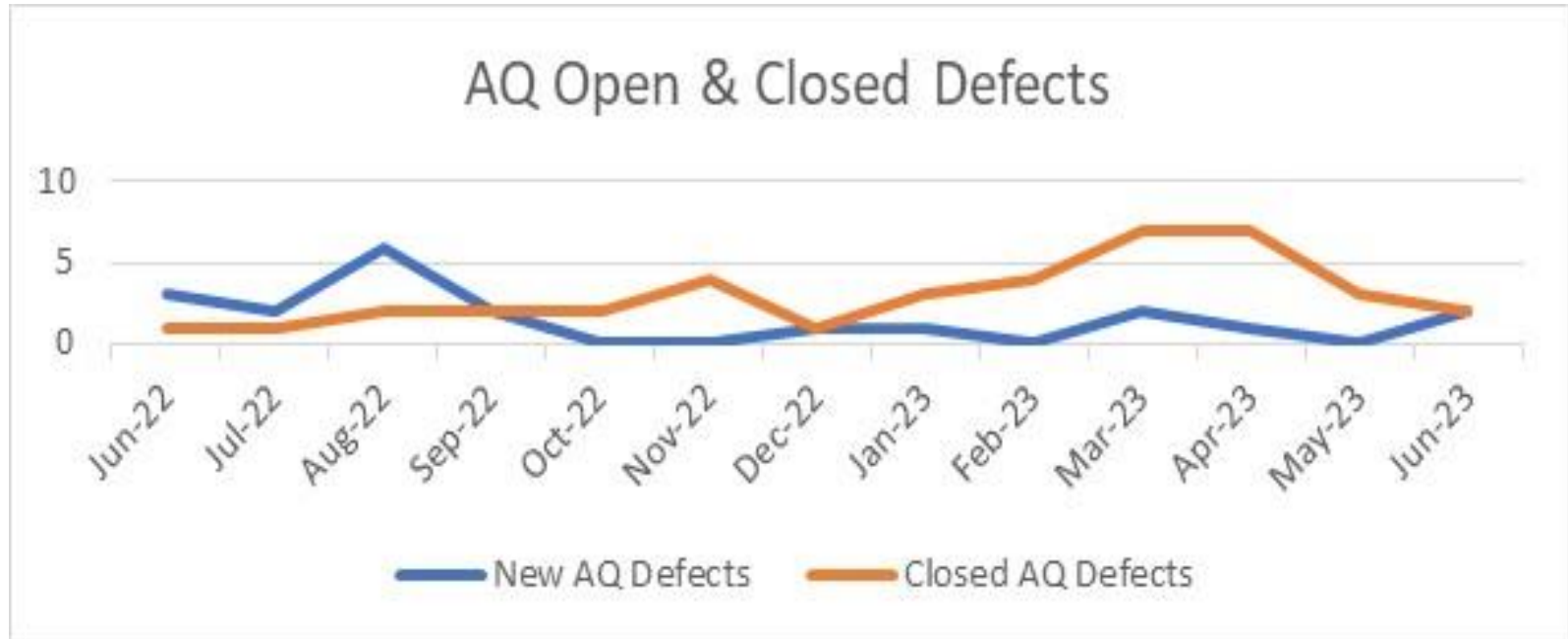
Issue Summary - Shippers

- **Missing Secured Active Messages (SAMs)**
 - Total of 362 missing messages as of 2 July 2023 relating to Registration notifications from CSS.
 - 133 resolved, confirmed as valid registrations. These have been processed and communications sent.
 - 17 resolved, no further action required
 - 211 resolved, cancelled registrations, no further action
 - 1 pending customer response
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- **Winter Annual Ratio Calculation**
 - The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification (.NRL & NNL files).
 - Communication issued to Shippers on 3 July providing impacted MPRNs & actions that will be undertaken & actions required by the Shipper.
 - AQ operational team will also perform a manual calculation and communicate these values to Shippers by Friday 11 August 2023
 - A change request has been raised to fix this prior to the May 2024 process
 - Potential Impacts:
 - Incorrect Winter Annual Ratio (WAR band) assigned to the MPRN
- **Significant LDZ Input Measurement Error**
 - Offtake meter in LDZ EM has been under-recorded from 01/04/2022 to 31/07/22
 - Approximate impact of 790 GWh for the period (as published on the Measurement Error Register).
 - Communication issued 29 June 2023
 - The error will be assessed by an independent expert, and their report will be presented to the Offtake Arrangements Workgroup
 - This will mean that there will be charges to all gas Shippers with a live meter point portfolio in the affected LDZs during the affected period
 - A correction will also be required to Unidentified Gas
- **AQ Defects:**
 - There are 6 open defects impacting the AQ calculation . Two new defects raised in June 2023.
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.

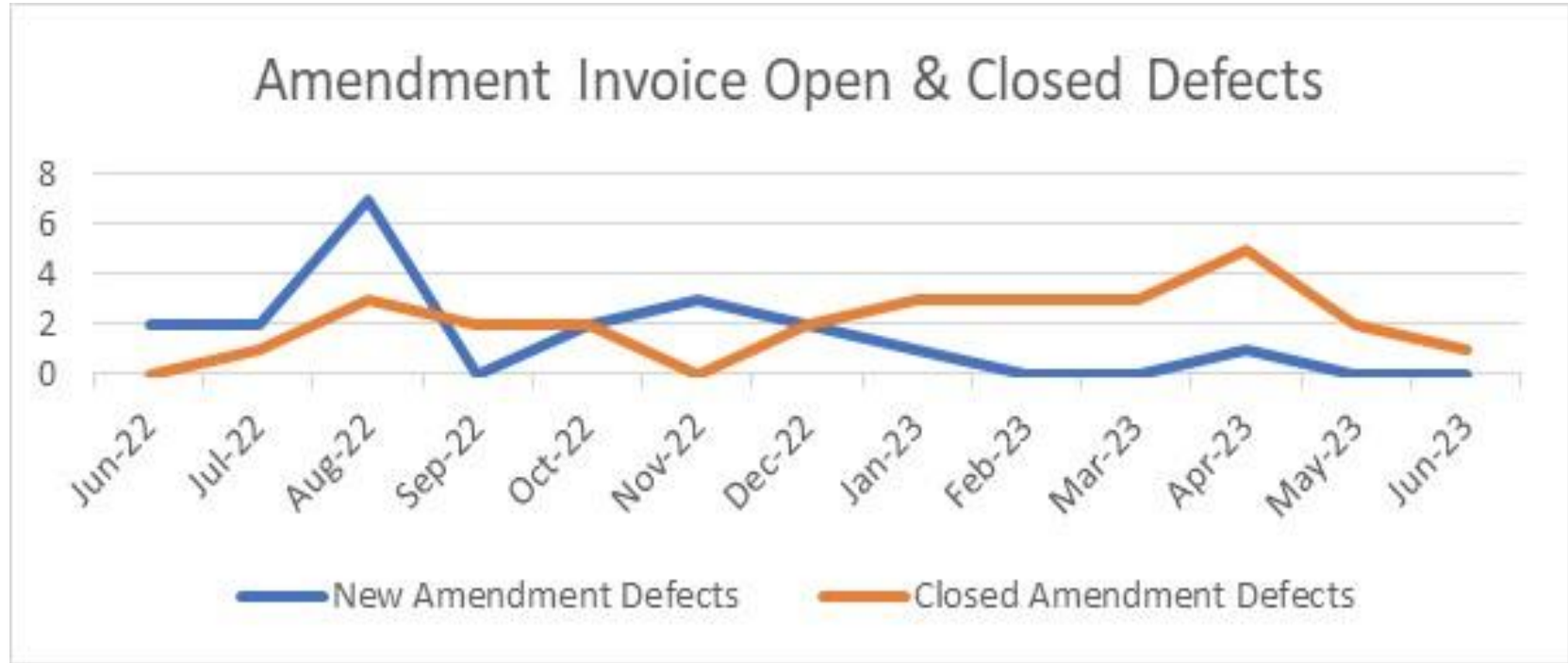
Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Total of 362 missing messages as of 2 July 2023 relating to Registration notifications from CSS.
 - 133 resolved, confirmed as valid registrations. These have been processed and communications sent.
 - 17 resolved, no further action required
 - 211 resolved, cancelled registrations, no further action
 - 1 pending customer response
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are 6 open defects impacting the AQ calculation. Two new defects raised in June 2023.
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.
- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
 - Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files
 - A defect has been raised and this is being progressed. Focus is on the known errors identified within the file. Once these have been fixed analysis will be done on the remaining data included in the file.
 - Report providing all consumer contact data will be issued where requested following IQL submission in July 2023
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct

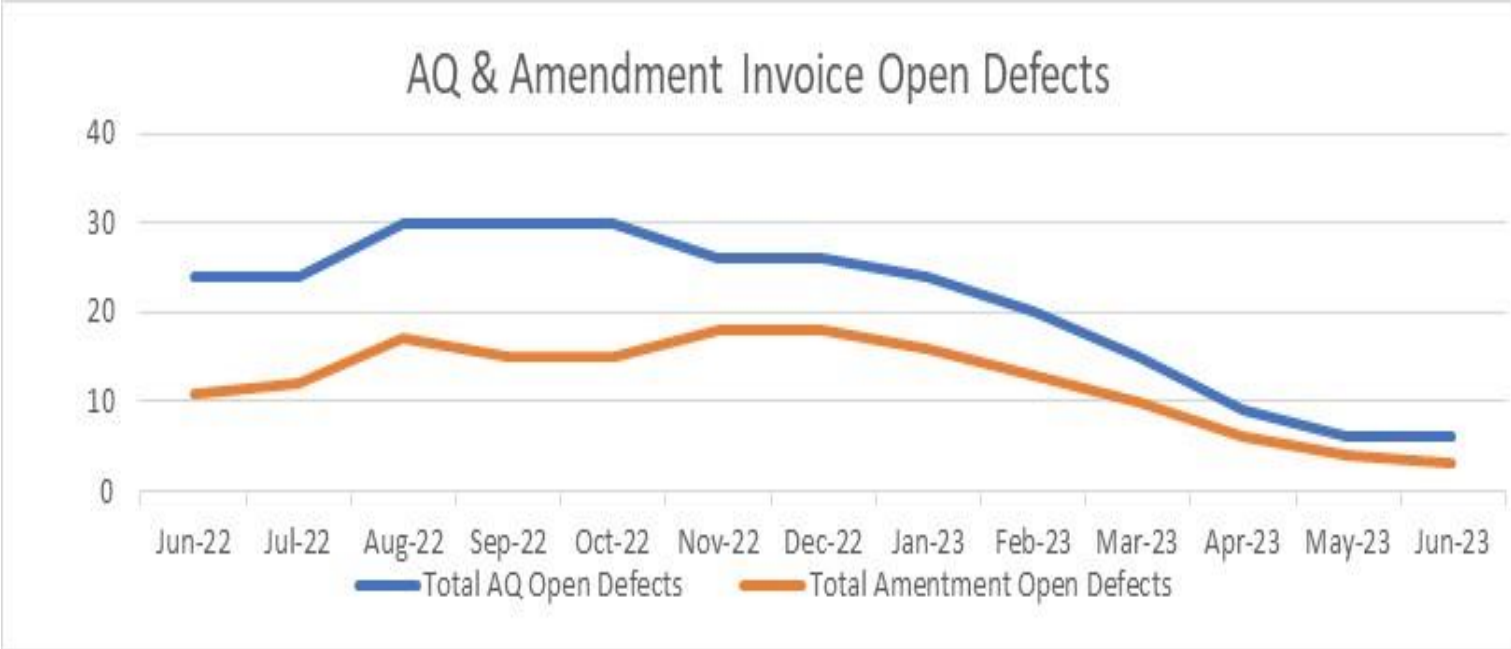
AQ Defects – Open & Closed over 12 Month Period



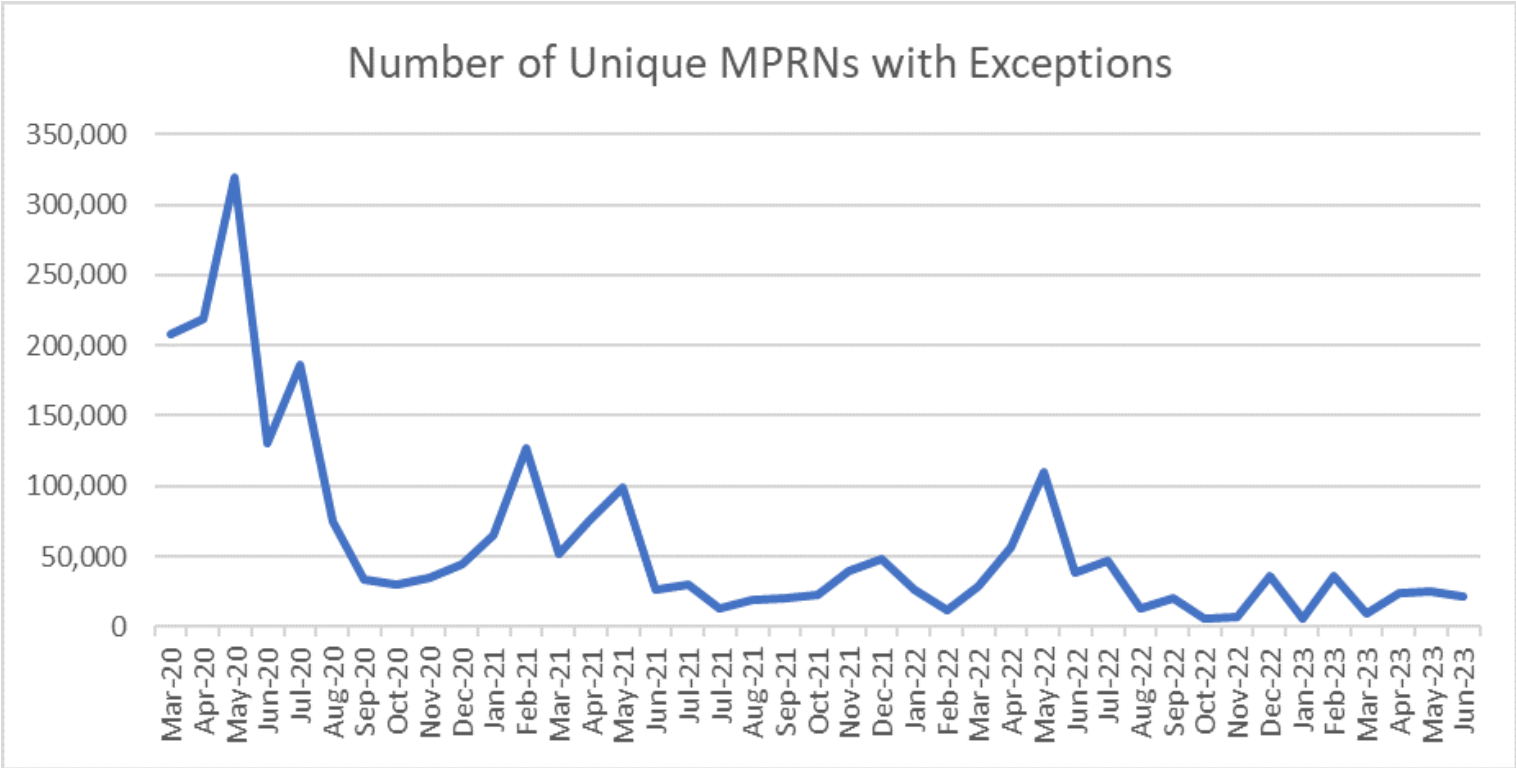
Amendment Invoice Defects – Open & Closed over 12 Month Period



AQ & Amendment Open Defects over 12 Month Period



Amendment Invoice – Outstanding Exceptions



Further Information

Please contact the Issue Management Team
box.xoserve.IssueResolution@xoserve.com

System status, planned outages and info on current system impacting issues can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/system-outages/>